

# Memorandum

To: All Executive Officers,  
Bureau Chiefs,  
Division Chiefs

Date: July 26, 2006

From: Pamela S. Wortman,  
Fiscal Officer

Subject: Southwest Airlines Travel Reservations Can be Booked Directly Online Using SWABIZ

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This is to notify you that effective **July 1, 2006** the Department of General Services (DGS) implemented a new program with Southwest Airlines. This new program allows state departments to book their airline travel directly online, using the Southwest Airlines business portal called SWABIZ.

This change does not impact our Travel Agency, Sacramento Travel, who is still available to use for all your travel needs at a cost of ten dollars per booking.

## About SWABIZ

SWABIZ, is a FREE online tool that allows travelers to plan, book and purchase Ticketless Travel on Southwest Airlines. It is a simple and efficient method to obtain low fares and Rapid Rewards credit. Also, it is a useful mechanism for tracking, managing, and reporting business travel. Each traveler will have an individual Traveler Account where they can save their travel preferences to make the booking process even quicker and will receive detailed itineraries via e-mail from Southwest Airlines.

For your convenience, power point presentations offering step by step instructions on how to set up your own online SWABIZ account and make flight reservations are on the Departments Intranet website <http://inside.dca.ca.gov/> under Office of Administrative Services, Accounts Payable, Travel. These presentations will only take a few minutes to view and can also be printed to use as an easy reference guide.

## How to set up your individual SWABIZ Traveler Accounts

All Department of Consumer Affairs employees using the Southwest Airlines online booking system are required to create an individual SWABIZ Travel Account and a Rapid Rewards Account. This can be done by using one of two websites, at [www.travel.ca.gov](http://www.travel.ca.gov) or directly at Southwest Airlines [www.southwest.com](http://www.southwest.com) click on the SWABIZ Business Travel logo and then onto Traveler Account. The Company ID number for all Boards and Committees is **99039695** and for all Bureaus and Divisions is **99290693**. *It is critical that you use the correct company ID number.*

If you do not currently have a Rapid Rewards account number you will need to create one first. Since December 1, 2005, State employees have been allowed to earn travel premiums (Frequent Flier Miles/Points) while traveling on Official State business and may use these travel premiums for their state or personal use. If you do have a Rapid Rewards account number you may proceed with the Travel Account Login.

To create a Rapid Rewards Account:

1. Scroll down to Create an Account and click on enroll in Rapid Rewards now
2. Enter the Company ID number **99039695** (Boards and Committees) or **99290693** (Bureaus & Divisions)
3. Fill in your Name, Contact Information and E-mail Address
4. Create a private password
5. Fill in your Date of Birth
6. Fill in your E-mail address
7. For Billing Information click on "other IRN"; type in your program's 5 digit DGS number (blue card #)
8. Description, use your Board, or Committee, Bureau, or Division name

9. Click “Set as a Default” to permanently set this program as your billing account information

Once you have completed all the steps click Finish Now. Your Rapid Rewards Enrollment card will appear on the screen. **Print your Rapid Rewards card and save the number for your record, this will be the only card you will receive.**

To create a Traveler Account:

1. Click on Traveler Account
2. Enter the appropriate company ID number (stated above)
3. Enter your existing Rapid Rewards number
4. Enter your existing Rapid Rewards password
5. Click on login

After you have created your Travel Account you will receive authorization to begin making your own Southwest flight reservations within the next business day.

### **How to set up a “SWABIZ Proxy Booking”**

Each Program can assign SWABIZ Proxy Booking Rights to support staff, administrative staff, or other employees. These individuals are designated “Travel Administrators” who can book reservations for themselves and others. To arrange for proxy service please e-mail [Debbie\\_Sullivan@dca.ca.gov](mailto:Debbie_Sullivan@dca.ca.gov) or she can be reached at (916) 574-7140 or Debbie Baumbach at (916) 574-7157. Also, Sacramento Travel Agency has proxy rights to book reservations on your behalf at a cost of ten dollars per booking. You can use a combination of individual staff booking, in-house proxy booking, or Sacramento Travel proxy booking to best meet your travel booking needs.

### **Flight Reservations**

Once you receive your e-mail notification authorizing you to make flight reservations, you may begin making your own reservations online. Follow the online steps or use the power point presentation “Making a Reservation” for guidance. With SWABIZ, you have the ability to modify reservations online and apply available Ticketless Travel Funds. You can enjoy the convenience of accessing real-time flight status information through SWABIZ.

### **Payment For Southwest Airlines**

Payment for travel on Southwest Airlines will be made through the American Express Program. Each Board, Committee, Bureau and Division has been set up with an account number that will be automatically charged to your program by using your program’s DGS number on the reservation. Approving officials will now see all Southwest Airline travel on one American Express bill.

### **Hotels and Car Rentals**

Hotel and car rentals cannot be booked through SWABIZ at this time. You are responsible for booking your own hotel and car arrangements when using SWABIZ.

To book a hotel reservation, go to [www.travel.ca.gov](http://www.travel.ca.gov) and click on **Lodging Guide**. Go to the city you intend to stay in and look for hotels that offer the state rate and call to make your reservations.

To book a rental car, go to [www.travel.ca.gov](http://www.travel.ca.gov) and click on **Enterprise Rent-A-Car** or directly to the Enterprise website at [www.enterprise.com](http://www.enterprise.com) click on the State of California logo and follow the instructions. The billing method for rental cars has not changed and is still the Department of General Services’ BLUE CARD.

### **In Closing**

Please direct all questions regarding this memo to Debbie Sullivan at (916) 574-7140 or by email at [Debbie\\_Sullivan@dca.ca.gov](mailto:Debbie_Sullivan@dca.ca.gov) or Debbie Baumbach at (916) 574-7157. Also, available is the Southwest SWABIZ 24 hour Help Desk at (888) 479-2249.